

**Commonwealth of Massachusetts
Executive Office of Health and Human Services**

NOTICE OF NEW PROPOSED REGULATION

The Long-term Care Ombudsman Program previously operated under the authority of the Executive Office of Elder Affairs and was transferred to Executive Office of Health and Human Services (EOHHS) pursuant to M.G.L. c. 6A, §16CC. EOHHS is proposing a new regulation under the authority of M.G.L. c. 6A and pursuant to M.G.L. c. 30A. 101 CMR 30.00: *Statewide Long-term Care Ombudsman Program* sets forth the requirements to implement the independent statewide long-term care ombudsman program within the Executive Office of Health and Human Services pursuant to M.G.L. c. 6A, §16CC. 101 CMR 30.00 includes the requirements for the ombudsman program to receive and investigate complaints from residents of long-term care facilities and assisted living residences, or their resident representative, regarding the health, safety, welfare, or quality of life of the residents, and to resolve those complaints through negotiation and mediation or by referral to an appropriate agency or organization. 101 CMR 30.00 also establishes criteria and procedures to designate local ombudsman programs and to certify ombudsman representatives to carry out the duties of the ombudsman program.

All persons desiring to submit data, views, or arguments concerning these proposed actions may submit them in writing to EOHHS, c/o D. Briggs, MassHealth Publications, 100 Hancock Street, 6th Floor, Quincy, MA 02171, or email them to ehs-regulations@mass.gov. Emailed comments should contain the sender's name, mailing address, and organization or affiliation, if any. Comments will be accepted through 5:00 p.m. on Friday, May 20, 2022.

All persons desiring to review the current draft of the proposed actions may go to www.mass.gov/service-details/executive-office-of-health-and-human-services-public-notices or request a copy in writing or in person from MassHealth Publications, 100 Hancock Street, 6th Floor, Quincy, Massachusetts 02171.

EOHHS may adopt a revised version of the proposed actions taking into account relevant comments and any other practical alternatives that come to EOHHS's attention.

April 29, 2022